

INFORMATION FOR ACCOMMODATION PROVIDERS Upcoming changes to Freeview TV signals between October – November 2019

Issued: 23 July 2019

Dear Sir/Madam,

I am writing to inform you of a change to Freeview television signals in parts of the UK which may affect accommodation providers who provide a television for their customers. This includes hotels, B&Bs, caravan sites and guest houses.

Some channels on Freeview will be moving to new airwaves to allow for the future development of new mobile broadband services, following a decision by the UK Government. Digital UK is working with Freeview and co-ordinating the technical planning of the updates needed at transmitters. This programme of changes will take place in stages between now and 2020.

Engineering work will be carried out in the areas listed at the end of this letter between **October – November 2019**. As a result, accommodation providers receiving Freeview from one of the transmitter groups listed overleaf may need to retune their TV equipment on or after the date shown so that guests can continue to watch all available channels. Those using other services based around Freeview channels, such as YouView, BT TV or TalkTalk, may also need to retune.

In some cases:

- Communal TV distribution systems that receive a signal from a transmitter in one of these groups, including MATV and IRS equipment, may need to be adjusted to work with new frequencies.
- Some older grouped aerials – notably 'group C/D' – may need to be replaced where these are still in use. A wideband model is generally recommended.

Freeview services will be subject to disruption while work is carried out at transmitters, which is expected to be completed at main stations by 6am and at smaller local relays by late afternoon on retune days. Equipment can be retuned at any point after this. Satellite and cable TV services are not affected.

A local information campaign will prepare people for the changes as they take place in each area. Should you receive questions about this from the public, information about the changes is available via the Freeview Advice Line on freephone 0808 100 0288 and on the Freeview website at freeview.co.uk/tvchanges.

I would be grateful if you would please share this information with your members so that they can pass them to the contractor or TV engineer responsible for maintaining communal aerial systems at their premises, so that you can make any necessary adjustments. Technical information about these upcoming signal changes for aerial installers can be downloaded from the Digital UK website at digitaluk.co.uk/clearance. I will provide further updates as the dates for any additional changes to Freeview signals are confirmed.

If you have any further questions, please contact us at industry@digitaluk.co.uk



Kate Macefield
Director, 700MHz Clearance Programme
Digital UK

Upcoming Freeview retunes in Q4 2019

Please check your area and advise those responsible for TV systems in your properties

| Transmitter Group | Area Served | Retune Date |
|-------------------|---|-------------|
| Dover | south and east Kent, and parts of East Sussex | 16-Oct-19 |
| Midhurst | much of West Sussex | 16-Oct-19 |
| Ventnor | Ventnor and the surrounding area | 16-Oct-19 |
| Whitehawk Hill | the Brighton area | 16-Oct-19 |
| Belmont | Lincolnshire and east Yorkshire | 23-Oct-19 |
| Emley Moor | most of Yorkshire | 23-Oct-19 |
| Idle | the Idle area | 23-Oct-19 |
| Sheffield | the Sheffield area | 23-Oct-19 |
| Winter Hill | Liverpool, Manchester, Lancashire, Cheshire and north Staffordshire | 23-Oct-19 |
| Bilsdale | Teesside and much of North Yorkshire | 13-Nov-19 |
| Chatton | north Northumberland | 13-Nov-19 |
| Bradford West | parts of west Bradford | 13-Nov-19 |
| Fenham | the Fenham area | 13-Nov-19 |
| Idle | the Idle area | 13-Nov-19 |
| Keighley Town | Central and north east Keighley | 13-Nov-19 |
| Oliver's Mount | the Scarborough area | 13-Nov-19 |
| Pontop Pike | Tyne and Wear and County Durham | 13-Nov-19 |
| Angus | Angus, Dundee, Perth and parts of Fife | 27-Nov-19 |